

Paper reference

**20161K**  
**Pearson BTEC**  
**Level 3**  
**Nationals Extended Diploma**

**Information Technology**

**UNIT 14: IT Service Delivery**

**(Part B)**

**Window for Supervised Period:**

**Monday 25 April 2022 - Monday 16 May 2022**

**Supervised hours: 8 hours**

**You must have**

Outline\_Service\_Strategy.rtf

Define\_IT\_Service\_Catalogue.rtf

IT\_Service\_Management\_Implications.rtf

**You will be given**

Information Booklet.

**THIS PACKAGE CONTAINS 1 COPY**

**A4 Modification 18pt BOLD**

**You MUST NOT use the standard version of the question paper  
with this modified question paper.**

**The modified question paper may contain differences to the  
standard question paper.**

**These differences are part of the modification process.**

**ALL components of the examination that the candidate  
attempts MUST be returned with the candidate's question paper.**

**This includes any answer booklets and diagram booklets.**

**Any component not returned will remain unmarked and could  
impact on the grade received by the candidate.**

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